

Questions and Answers for Email/Document Archiving RFP
Job Number 22-12-IT
May 18, 2012

- 1) Is there an E-discovery requirement to capture and archive data from the end users' desktops.**

No.

- 2) Is the city currently utilizing both Exchange on-premise and Office 365?**

The city is currently using Exchange for all email. We are trying to keep a clear upgrade path so that rather than just automatically jumping to the next revision of Exchange, we can explore the feasibility of moving to Office 365. Thus, proposed products must either already work with Office 365 or have demonstrable and published plans to do so.

- 3) HP TRIM provides archiving capabilities along with enterprise content management (ECM). Please explain the expectation?**

HP TRIM does not provide any form of automatic email archiving that works for both records retention and as a productive and usable store for end users. We do have some email stored in TRIM and plan to continue to store certain email in TRIM (such as emails associated with a specific project that is also in TRIM). Some Outlook folders are mapped to TRIM, and other emails are moved into TRIM manually. Most emails are not stored in TRIM. We do need a business process definition for where to store what after we select a vendor.

- 4) Under required capabilities, search tools, you state that searches should be possible to be exported to a single mailbox or to users' individual mailboxes. Q: Does this refer to exporting E-discovery search results to a (non E-discovery) users mailbox? Please explain?**

We may want to export search results to a user who does not have search rights on the system (for example, we may want to give a specific city staff person the ability to review emails that will be sent to a requestor) or we may actually want to send the results of a search to a requestor.

- 5) Under required capabilities, search tools, you state that searches should allow for email to be exported based on search criteria and sent to the Washington State Archives. Q: Please explain what the Washington State Archives consist of? Is this an additional digital archiving solution?**

The Washington State Archives is the official repository for government agencies in Washington State. Cities can send information to the archive, and may one day be required to send records to the archive. For more information, please consider visiting http://www.digitalarchives.wa.gov/StaticContent/email_guidelines. We do not currently send them our electronic records, but we anticipate that we will send some specific record series here in the future.

- 6) Under required capabilities, you state that the proposed solution must have redundancy built into the design. Q: Will redundancy be required only within the local data center or between the two data centers or both?**

We usually require redundancy between the two data centers, although other options might work as well. For example, a solution where cloud storage provides the redundancy might be attractive. Please use the RFP to let us know what redundancy you recommend.

- 7) Under required capabilities, you state that the proposed solution must Support multiple levels of security and audit trails. Q: Please explain.**

There should be more than one level of security so that each user can have the appropriate rights to the archived data. For example, most users should be able to read their data, but only a select few should be able to destroy any data or search all data. Audit trails should identify changes to the structure of the archive, system security, or other elements that we would have a reasonable business need to track.

- 8) Under optional capabilities, you state that the system should be able to manage archiving and discovery of documents that are not related to email or email attachments: on shared drives, stored in TRIM, stored in SharePoint, or stored in other locations. Please very specifically describe any capabilities that your solution has in this area including a list of file types and typical file locations that are supported. Q: HP TRIM already has archiving capabilities. Does the City of Kirkland intend to retain data in the system and utilize just the ECM features of HP TRIM, or will the recommended archiving solution need archive data from HP TRIM? Please explain.**

TRIM only holds a portion of our data at this time. We are essentially using TRIM to store and retain documents for some functions (such as contracts). There are electronic documents such as Word and Excel files, photos, etc. in shared folders and personal folders on the network. We are often asked to search for these files as well. We are interested in any extended capabilities that proposed products might have to help us with this business problem. We do anticipate moving more processes and documents to TRIM.

9) Data Protection

- a) *What are your Data Protection and business continuity requirements? We do not have any formal business continuity plans in place at this time. We do have a budgeted project to do this work beginning in 2013 and 2014, but that is queued up for after this project. Yes, we realize that it would be helpful to have that completed first.*
For data protection we now have our backups in all digital form and stored in two locations. This is not ideal: we do have a separate RFP going out in a month or so that addresses storage, backup, and recovery.
- b) Will your server environment consist of physical and virtual servers?
Yes.
- c) What are the target operating systems that require data protection? (Windows, Linux, AIX, HP-UX, Solaris, etc.)
Windows.
- d) Will server and client de-duplication be required within the backup environment?
This email archiving RFP is not a request for a backup solution. If you want to propose a backup solution, please do so using the RFP that will be issued in the next month or so and not this RFP.
- e) What is the current data protection solution?
See previous answers in this section.

10) Archiving:

- a) What is the average message size within Exchange? (ex: 75kb)
We don't have anything that gathers this stat, but typically messages are less than 50k, but of course that goes up with attachments and signature pictures.
- b) What is the number of messages sent/received per day? (ex: 2 million)
Over the past week our average numbers have been we have 27,298 total incoming, 4132 clean incoming, and 2896 outgoing per the appliance that can report this data.
- c) What is the approximate amount of data currently stored within Exchange?
*Primary Database: 281 GB
Public Folder Database: 17 GB
Archive Database: 75 GB
Total: 373 GB*
- d) Is Exchange journaling currently being utilized?
No
- e) How many Exchange servers are configured as mailbox servers?
Two, one active and one passive
- f) How many Exchange servers are journal servers?
None
- 11) **On the top of page 30 of the RFP there is reference to standard contractual terms. "In addition to other standard contractual terms the City will need, the City will require the selected vendor to comply with the**

defense, indemnification, hold harmless and insurance requirements as outlined below:" Is the standard contract something you can send us?

Sorry – that was a standard artifact of the RFP that we should have removed. We do have a standard contract for system purchases which we will provide to finalist vendors.

12) Is HP TRIM based on SharePoint?

HP TRIM isn't based on SharePoint, it is a separate program created independently. But our version of TRIM leverages mapping technology in SharePoint so that records stored in TRIM can be exposed on SharePoint and records added to SharePoint can be managed by TRIM through SharePoint.

13) What level of integration with HP TRIM are you looking for?

It would be helpful for a system to allow us to move records easily into TRIM. It could also be useful to know if a record we find in the archiving solution has been stored in TRIM. There are not hard requirements since different archiving solutions may pull the data at different places.

14) What is the sum total of your PST files

~700GB w/Count of ~650

15) How big is the Exchange Database?

~320GB